

Transcript: Pearl

Rojas-5410393932218368-5183295254740992

Full Transcript

Hi there, welcome to ... benefits in a card. My name is Pearl, who does it look like you're speaking with? Uh, Pierre Duddy. And how can I assist you? I'm trying to see if I can get a email, uh, uh, a temporary card si- sent to my email 'cause I'm trying to use it to go to the doctor. Okay. What's the name of the staff at AGT you work for? Excuse me? The name of the staff at AGT you work for? MAU. And the last four digits of your social? 3122. All righty. Repeat your name for me. Uh, it's either Pierre or Roderick Duddy. Okay. And what is your address and date of birth? Uh, 2-2186 and 987 Van Zant, Paris, Texas 75460. And, uh, I have your phone number as 903-669-7350. Oh, no, I got a different ph- I got 580-372-3974. Okay. And I have your email address as pgd903@icloud.com? Uh, no, through Gmail. Pduddy903 at gmail.com. Okay. And you s- you need a copy of your medical card? No, the dental. Well, you can s- you can send both if you want to 'cause I actually have a copy on, on my phone. But I think the dental- Okay. So that's what I was gonna say, um, yeah, so I was gonna let you know that, that you only have dental and vision, you don't have medical. But I can definitely- Yeah, yeah, yeah. ... get those, um, transcripts sent to you. Yeah, yeah, it's... Yeah, no, I realize that it's only dental and medical, I mean, dental and vision but I need the dental. Okay, no worries, I'll definitely get that sent to you. It's gonna come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, check your spam or junk folder. And it'll be just a couple moments while I download that and get it sent to you, okay? All right. Thank you. No problem. Do you have any other questions? No, ma'am. Thank you so much for calling. You have a great day. Mm-hmm.

Conversation Format

Speaker speaker_0: Hi there, welcome to ... benefits in a card. My name is Pearl, who does it look like you're speaking with?

Speaker speaker_1: Uh, Pierre Duddy.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: I'm trying to see if I can get a email, uh, uh, a temporary card si- sent to my email 'cause I'm trying to use it to go to the doctor.

Speaker speaker_0: Okay. What's the name of the staff at AGT you work for?

Speaker speaker_1: Excuse me?

Speaker speaker_0: The name of the staff at AGT you work for?

Speaker speaker_1: MAU.

Speaker speaker_0: And the last four digits of your social?

Speaker speaker_1: 3122.

Speaker speaker_0: All righty. Repeat your name for me.

Speaker speaker_1: Uh, it's either Pierre or Roderick Duddy.

Speaker speaker_0: Okay. And what is your address and date of birth?

Speaker speaker_1: Uh, 2-2186 and 987 Van Zant, Paris, Texas 75460.

Speaker speaker_0: And, uh, I have your phone number as 903-669-7350.

Speaker speaker_1: Oh, no, I got a different ph- I got 580-372-3974.

Speaker speaker_0: Okay. And I have your email address as pgd903@icloud.com?

Speaker speaker_1: Uh, no, through Gmail. Pduddy903 at gmail.com.

Speaker speaker_0: Okay. And you s- you need a copy of your medical card?

Speaker speaker_1: No, the dental. Well, you can s- you can send both if you want to 'cause I actually have a copy on, on my phone. But I think the dental-

Speaker speaker_0: Okay. So that's what I was gonna say, um, yeah, so I was gonna let you know that, that you only have dental and vision, you don't have medical. But I can definitely-

Speaker speaker_1: Yeah, yeah, yeah.

Speaker speaker_0: ... get those, um, transcripts sent to you.

Speaker speaker_1: Yeah, yeah, it's... Yeah, no, I realize that it's only dental and medical, I mean, dental and vision but I need the dental.

Speaker speaker_0: Okay, no worries, I'll definitely get that sent to you. It's gonna come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, check your spam or junk folder. And it'll be just a couple moments while I download that and get it sent to you, okay?

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: No problem. Do you have any other questions?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: Thank you so much for calling. You have a great day.

Speaker speaker_1: Mm-hmm.